

North Carolina Office of State Human Resources



“Excellence in Service”

State Employee Service Awards Program

May 2015

Here is everything you need to know about who, what, where, when, and how you can recognize your employees with a service award. The North Carolina State Employee Service Awards Program, Excellence in Service, is a partnership between the Office of State Human Resources, Correction Enterprises which is within the Department of Public Safety, and the North Carolina Museum of History.

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Contact Information:

Correction Enterprises Customer Service: 1-800-241-0124

Office of State Human Resources Customer Service: 919-807-4800

Websites: www.serviceawards.nc.gov
 www.correctionenterprises.com

About Excellence in Service

Excellence in Service, North Carolina's employee service awards program, celebrates length-of- service milestones of employee service to state government. The program is a partnership between the Office of State Human Resources; Correction Enterprises in the Department of Public Safety; and the Museum of History in the Department of Cultural Resources.

The primary components of Excellence in Service are:

- Offers products made primarily in North Carolina or, at a minimum, made in the USA;
- Celebrates North Carolina's heritage, culture, symbols and craftsmen;
- Offers unique products that, for the most part, cannot be purchased unless through the service awards program;
- Creates efficiencies by operating the program within state government

Excellence in Service recognizes employees' service at the end of their probationary period

Why Service Awards?

A valuable addition to your overall employee recognition efforts, Excellence in Service is the component of your employee recognition program that recognizes the length of time that an employee has worked in state government. It is a great opportunity to recognize employees for their loyalty and dedication to your agency, to state government and to public service.

North Carolina's service awards come in many variations as does the approach your agency can use to recognize an employee with a service award.

Advantages of a Service Award – Why Your Agency Should Participate

North Carolina state government's service awards program, Excellence in Service, recognizes and celebrates the dedication and loyalty of its valuable state employees. It recognizes that an employee has served an appreciated period of time in your organization and allows you to thank your employees for their service. Our North Carolina state employee service awards program recognizes two years, five years, ten years, fifteen years and so forth with increasingly valuable unique gifts and awards.

Think about a service award as a way to acknowledge service, as a symbol of continuity and organizational memory. A publicly-presented service award can allow the telling of organizational stories, and offer an opportunity for employees to reminisce about the organization's history and founding. It is an opportunity to engage and inspire newer employees with the legends and stories of how your agency became what it is today.

This is a very special time for your organization and your employees, so have fun with it!

Your Role as an Employee Service Awards Coordinator

Thank you for serving as an Employee Service Awards Coordinator. As a service awards coordinator, you play an important and positive role in recognizing your organization's staff for their hard work and dedication. The Office of State Human Resources (OSHR) thanks you for taking on this important role and helping us to show appreciation for state employees. We are happy to assist you with your recognition efforts and encourage you to contact us with any questions you might have. Please see contact information on the bottom of the Table of Contents page of this guide.

Each department should have an Employee Service Awards Coordinator in the Human Resources Office. Based on the needs of the individual agency, there may be additional coordinators in each division. However, all agencies should have one Excellence in Service Awards Coordinator who is responsible for the management of the program within that agency.

As your agency's Excellence in Service Awards Coordinator, you are responsible for:

- Serving as a liaison between OSHR and your agency;
- Training coordinators in your agencies - Providing periodic training on Excellence in Service to insure agency coordinators and management are knowledgeable of the process and its importance;
- Promoting Excellence in Service throughout the agency;
- Notifying your employees when they are eligible for an award;
- Instructing your employees on how to select a service award;
- Ordering the service awards and certificates;
- Working with management to present the service awards in a meaningful way;
- Mailing the two-year note card and pin to your employees; and
- Evaluating the service awards program and providing feedback to OSHR.

Additional training manuals may be downloaded at

<https://www.correctionenterprises.com/products/details.php?ITEMNBR1=23-TRAINMNL-MA>. Training manuals are also available for purchase via the Correction Enterprises website. Click the State Employees Service Awards section and then "Additional Items" or call customer service at 1-800-

241-0124 to order. Refer to SKU # 23-TRAINMNL-MA. Training manuals are \$2.25 each.

Covered Employees

Full-time or part-time (20 hours or more) permanent employees are eligible for a service award. Probationary, trainee, time-limited, temporary and intermittent employees are not eligible for an award.

While Excellence in Service is primarily designed to recognize state employees within the provisions of the State Human Resources Act, the program may be extended to employees exempt from this statute, as long as the agency administers the awards following the guidelines provided by the Office of State Human Resources.

Employees eligible for awards through Excellence in Service include employees of:

- ☐ Other governmental units, such as local governments or agricultural extension;
- ☐ Community Colleges;
- ☐ Public Schools;
- ☐ Judicial System;
- ☐ General Assembly; as well as
- ☐ State Retirees.

Purchase of Service Award Items

Eligible persons (such as retirees) may purchase many of the items available in the service awards program through Correction Enterprises. However, those items embellished with the Excellence in Service logo are available exclusively as service awards.

Employees whose agencies do not have available funds to provide a service awards program may purchase service awards for themselves or another eligible employee. Please contact the Office of State Human Resources or Correction Enterprises for information.

Other circumstances may lend themselves to the purchase of an item in the service awards program, however such exceptions must be approved by the Office of State Human Resources.

Determining Eligibility

Currently, the process to obtain the list of employees eligible for the initial service award is being developed. The time should coincide with the completion of the employee's probationary period and should be managed by the employees HR coordinator.

The BEACON report B0079: SERVICE AWARD ELIGIBILITY provides a list of employees with 5 to 50 years of service eligible for a service award within the next 12 months from the specified month. The report should be generated after the 15th of the month to ensure the months of service reported are accurate.

Report Frequency

How often the report is generated will be based on the agency's service award presentation process.

Awards presented once a year

Generate the report 10 weeks prior to the presentation date to allow time for gift selection and receipt.

Awards presented twice a year *

Generate the report at least 10 weeks prior to each presentation date.

Awards presented on or near the employee's anniversary date *

Generate the report once a quarter.

**If awards are presented more than once a year, the report is generated more often to ensure employees added to the agency's headcount since the last report are included.*

Note: Reviewing the current information on the **B0079: Service Award Eligibility** report may be helpful.

To obtain the report description and information:

1. Log into BEACON
2. Select Help
3. Select Core Users Help
4. Select BI Reporting
5. Select Reports
6. Select B0079: Service Award Eligibility BI Report Desc

To obtain the B0079: Service Award Eligibility report:

1. Log into BEACON
2. Select the Reports tab
3. Select Personnel Admin
4. Select Longevity & Retirement folder
5. Select report B0079: Service Award Eligibility
6. On the Variable Entry screen: Enter Calendar Month & Year (MM/YYYY)

Note: Report will show the employees who are eligible for an award within the next 12 months from the month entered. For ease of use and understanding enter January and the current year each time the report is generated. Data under Estimated Number of Months until Award column will be the number of months from the input date.

7. Enter or Select the Organizational Assignment
8. Select OK
9. Recommend "Exporting to Excel" for ease of use and distribution.

Employee Notification (5 – 35+ Years of Service)

Accompanying the service award notification with a written acknowledgement of the employee's service is highly recommended. This letter/email should state the length of service, thank the employee, and provide information about why the employee is receiving the service award. Additionally, the notification should instruct the employee on the award selection and ordering process.

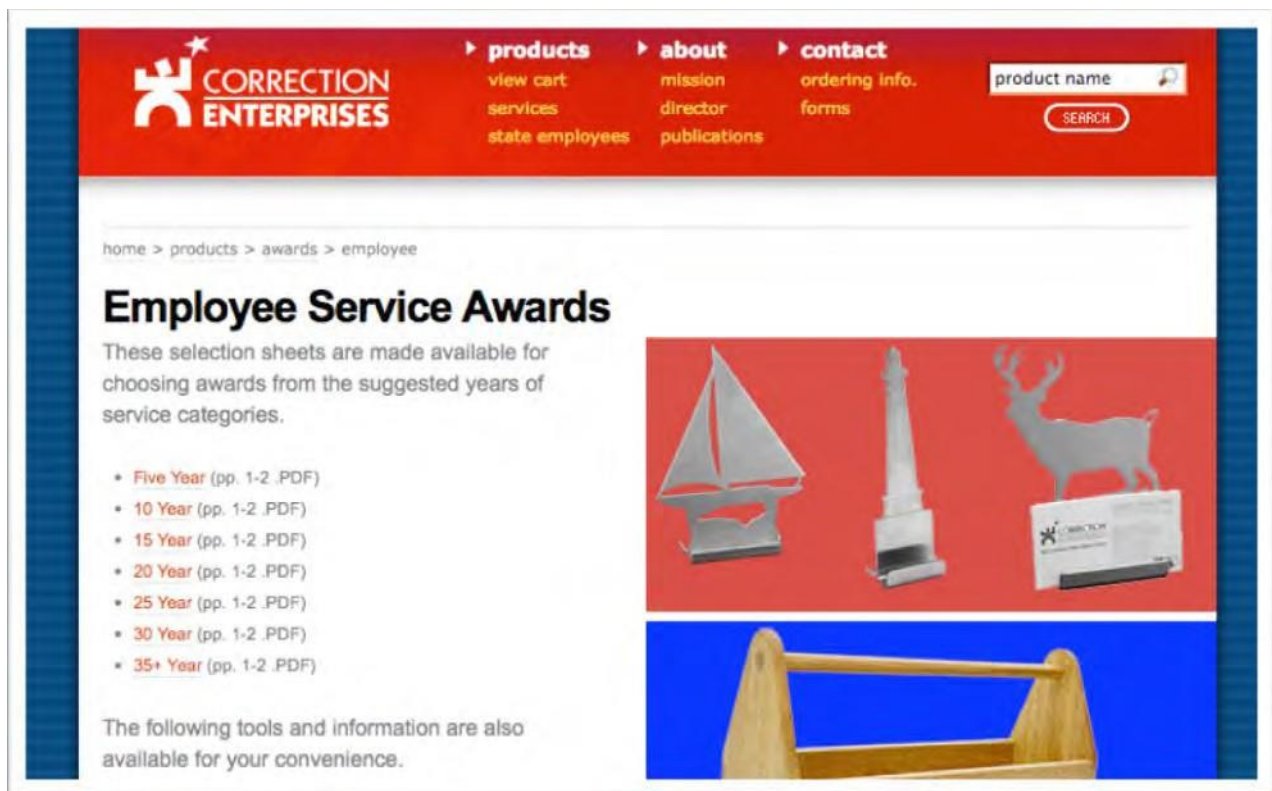
For employees with email/internet access:

Employees shall be referred to www.serviceawards.nc.gov via a congratulatory email or letter. Please include the email address of the service awards coordinator in the notification as this is where the employee will send their selection. When employees visit the site, they will be directed to a special landing page where they will be able to view .pdf files of the awards and submit their order on the online form. The order form will go to the agency service awards coordinator.

For Employees without email/internet access:

Coordinators shall send congratulatory letter and print out .pdf file from www.serviceawards.nc.gov for each category and instructions, to employees to choose their award. Coordinators shall print all files for the current award category and previous years. For example, if the employee is eligible for a 15 year award, the coordinator should print the 15, 10 and 5 year files. Employees may select their award and return it to their coordinator.

Printable pictures of the awards may also be found at
www.correctionenterprises.com/products/awards/employee.php



Ring Sizing

Employees who wish to order rings must include their ring size with their selection. Ring sizing instructions are available on the website.

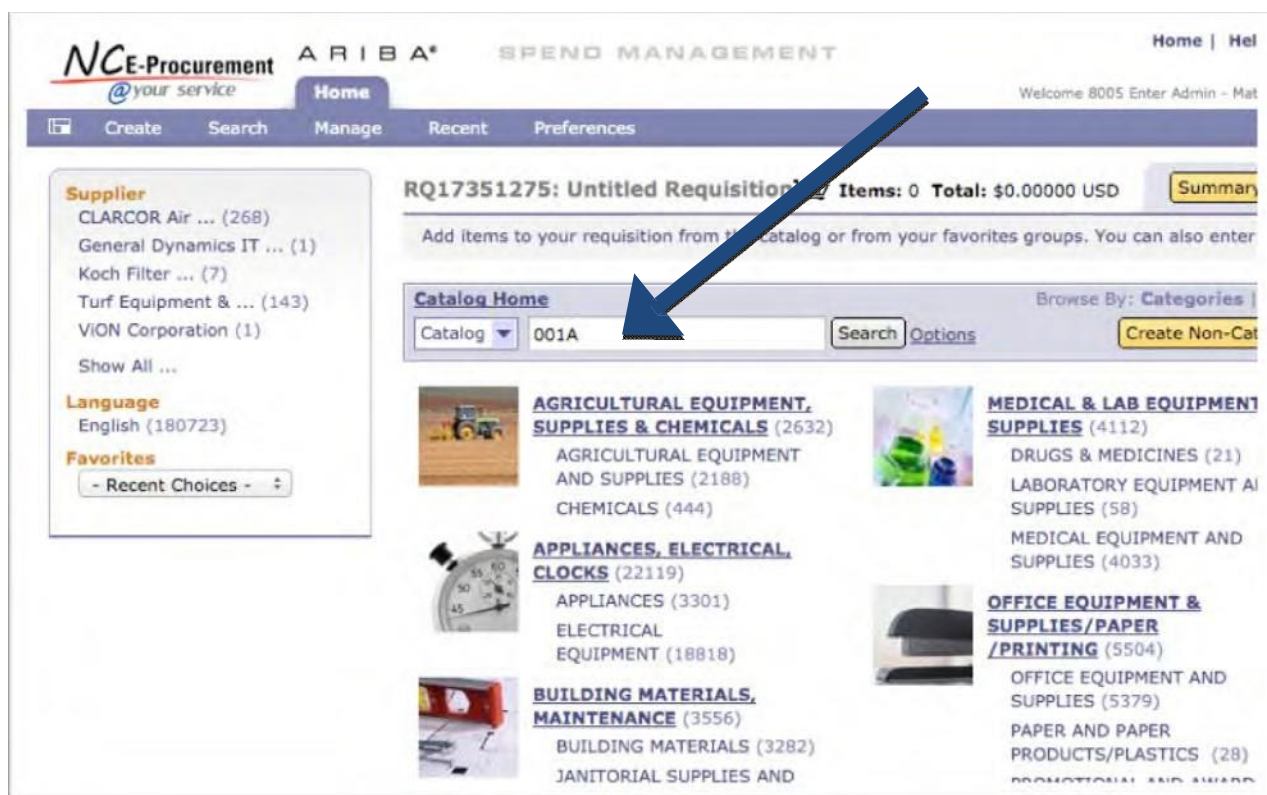
Purchasing Instructions

All employee service awards shall be ordered via E-Procurement where available. Agencies without E-Procurement access shall order through their normal process using the Correction Enterprises website for reference.

Accessing Through E-Procurement

Service awards will be ordered via the punch-out capability in E-Procurement. When searching the punch-out catalog, enter state contract number 001A or search Correction Enterprises.

E-Procurement Screen Shot



Ordering Awards

End of Probationary Period Award

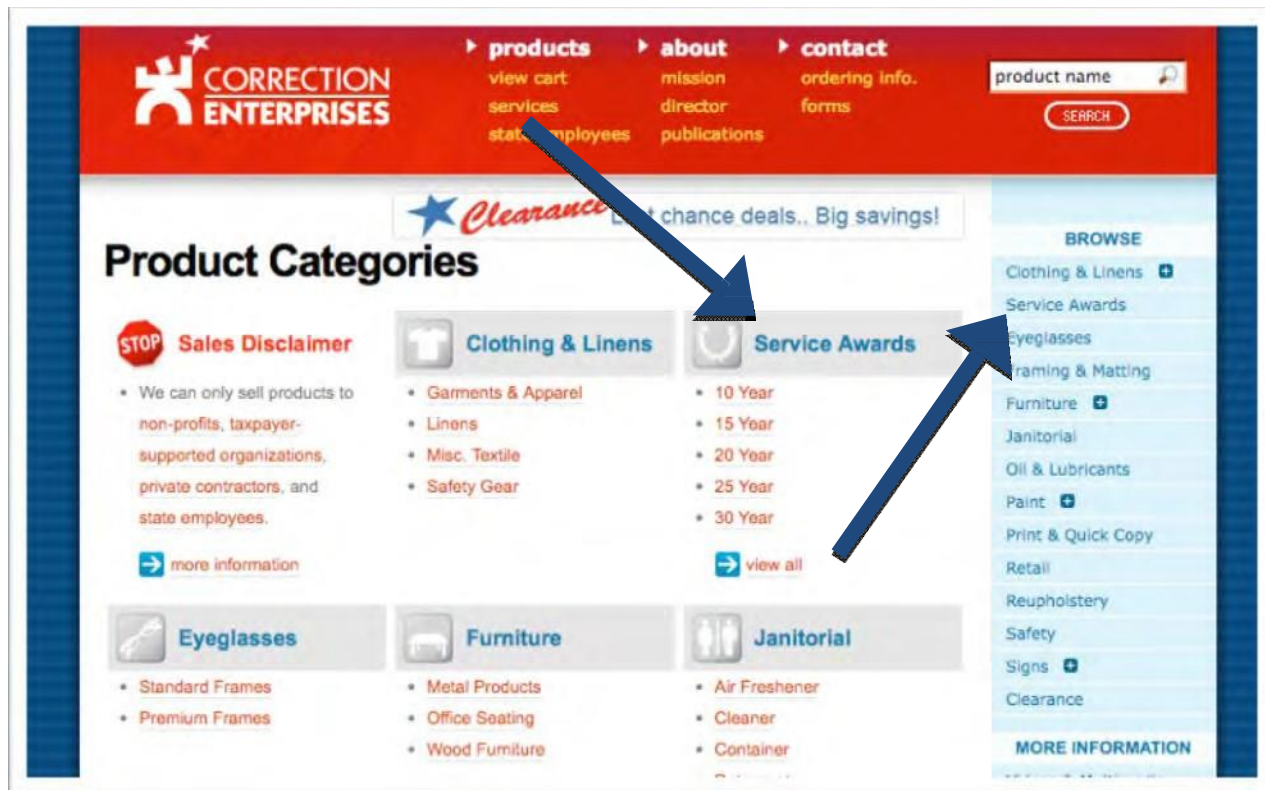
This award will be distributed throughout the year on or about the end of the employee's probationary period to celebrate the employee reaching the end of this period. Awards may be sent to the employees' home address by the coordinator or may be given in person by the employee's supervisor or other member of management.

The award consists of a note card with message from the Governor and an "Excellence in Service" lapel pin attached to the card. All cards are packaged in sets of five (5) and include an envelope.

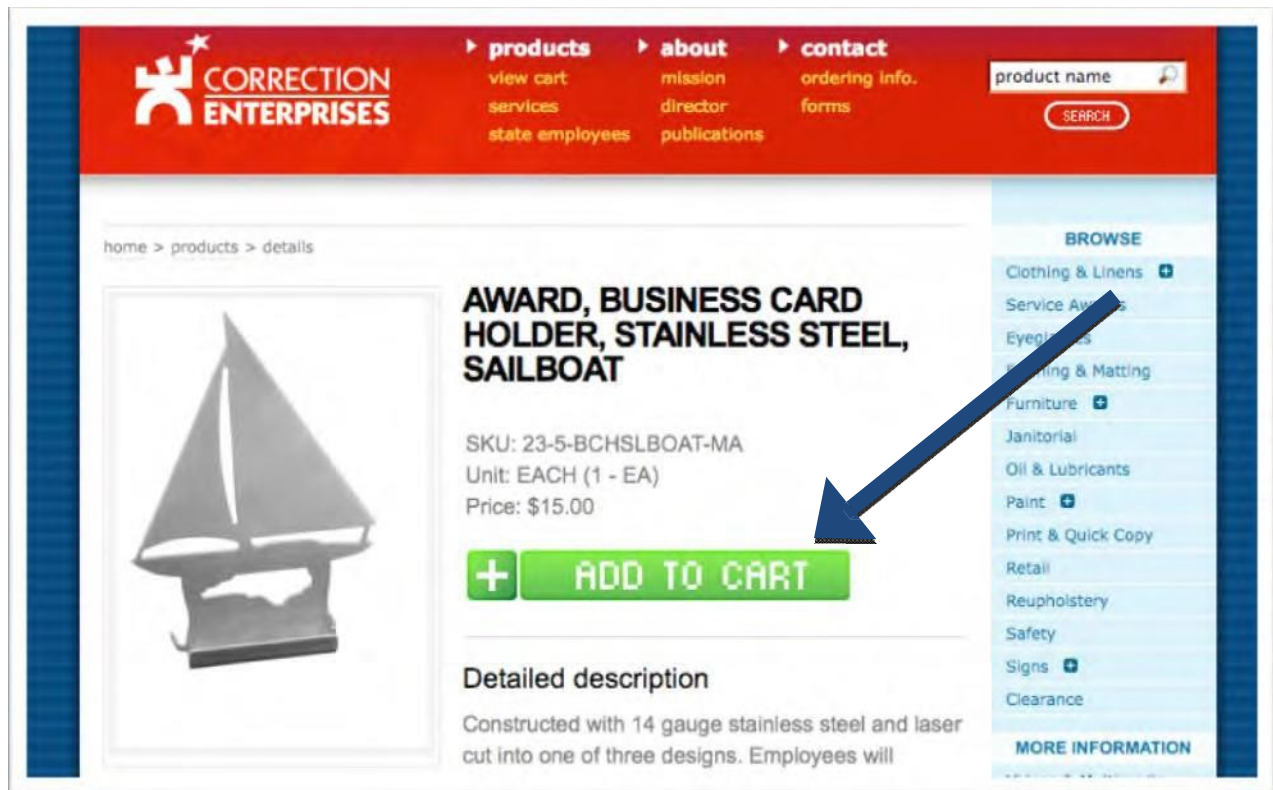
The end of Probationary Period Awards shall be ordered on an as needed basis. Cards can be ordered through E-Procurement or by calling Correction Enterprises Customer Service at 1-800-241-0124. Orders may also be faxed to 919-716-3974. If ordering by phone, fax or email, please refer to SKU #23-2-NTCARD-MA.

5+ Year Awards

Once you have collected all of the selection choices from your employees you will enter a requisition through E-Procurement. Choose the "Service Awards" category on the home page. You may have to scroll down through the alphabetical product listing to find "Service Awards".



Select the first category you have orders for. Order all awards you will need from that category and place them in your shopping cart. Return to the service awards landing page and move to the next category and load your shopping cart with all awards selected. Continue this process until you have selected all of your employee awards and added them to your shopping cart.



After all employee awards have been selected and added to the shopping cart, click on the “Additional Items” category.

Service Awards > Additional Items

PRODUCT	PRICE
AWARD, GIFT BAGS SKU: 23-GFTBGS-MA UNIT: PACK (12 - EA)	\$19.80 + add to cart

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Ordering

Getting Started
A helpful guide to starting an awards program or Detailed ordering instructions???

Ring Sizer
Printable ring sizer.

Award Flyers
Printed handouts for employees.

Additional Items

Certificates
Printed certificates

Certificate Holder
Beautiful envelopes for your certificates

Gift Bogs
Present your awards in style.

Award by Year

- [Two Year](#)
- [Five Year](#)
- [10 Year](#)
- [15 Year](#)
- [20 Year](#)
- [25 Year](#)
- [30 Year](#)
- [35+ Year](#)
- [Additional Items](#)

Order enough certificates to cover all employees receiving awards. For service award years 5 – 20, certificates are sold in packages of 5, so enter quantity “1” for each five certificates in each year category you wish to receive. For service award years 25+, certificates are sold in individual quantities.

Additional Items

Additional items that will make your presentation more meaningful may also be ordered on this same page. Items include:

- Certificate Holders (Packages of 5)
- Gift Bags (Packages of 12 with 3 different bag sizes)
- Framed certificates for 30+ year employees
- Service Award Training Manuals (or you may download the manual at: <http://www.oshr.nc.gov/Reward/recognize/service.htm>)

Once you have selected all of your additional items and added them to the shopping cart, review your cart. Click on the CONTINUE button to punch back out to E-Procurement to load your requisition.

Review your requisition and add comments as necessary.

Special Instructions:

- If any employee has chosen a ring, make sure that you chose the correct SKU number for that size.
- If ordering a framed certificate, indicate the years of service and the employee name as they wish it to appear on the certificate in the comments section of the E-Procurement requisition.

Process your E-Procurement requisition as you normally would.

Delivery of Items

Allow 25 to 30 working days to receive your order after your purchase order has been issued. Handmade items may take up to 12 weeks for delivery. Please make sure your employees are aware of the delivery time.

Orders will be delivered to the address indicated on the E-Procurement purchase order unless other arrangements are made with Correction Enterprises. Within 24 hours of receipt all items shall be inspected for damage. Damaged items should be reported immediately to Correction Enterprises Customer Service at 1-800-241-0124. Damaged items will only be replaced within 30 days after receipt of the items.

Purchasers will be notified of any back-ordered items and estimated delivery schedule on the delivery ticket.

Questions on the selection or ordering process should be referred to Correction Enterprises Customer Service at 1-800-241-0124.

The Excellence in Service Awards Presentation

The following information is designed to offer suggestions to help you in organizing a successful Excellence in Service awards event. All state agencies and universities are different, so please keep in mind that when and how service awards are distributed depends on what makes the most sense for your organization. Agencies with fewer employees will likely have options that are different than larger ones.

A service award that is quietly given, with no pomp and circumstance, fails to capture the advantages and opportunities that can positively affect employee morale. By publicly extending rewards and recognition, we can enhance the value of the recognition for both the employee receiving it and the agency offering it.

A service award presentation is an invaluable opportunity to define, communicate and reinforce key aspects of outstanding performance. How an effective presentation is handled reflects an agency's vision, goals and culture.

An effective service award presentation can create greater feelings of loyalty and even improve productivity among employees. And a bad experience achieves just the opposite. So, however you present your service awards, do it well.

Why Should You Hold a Service Award Presentation?

There are many good reasons to present service awards at an event. For example:

- An awards ceremony makes people feel that their work is valued;
- Recognition motivates others to strive for excellence and all benefit from it;
- An awards ceremony or activity is a chance for celebration and reflection;
- Employees have the chance to discuss the importance of their work and the achievement of the persons being awarded. Sharing experiences is a very powerful means of encouragement;
- Visibly showing people that you value their work and effort, and doing so in front of peers, is one of the keys to retention; and
- Positive employee feelings that are generated with service awards help to improve morale.

Organizing a Service Awards Presentation

Some agencies present service awards once a year, often during Employee Appreciation Week, usually held the first week in May. Others present them throughout the year. Whatever you do, a large event or an informal one, this is a very special time, so have fun with it!

Whether you do it once a year or more often, for everything to run smoothly you need to put effort into planning the presentation or ceremony. Depending on the size and what kind of event you have in mind, you might want to delegate responsibilities to a committee or to a "point person" who will recruit helpers. Ask a cross-functional team of employees to help you administer your service awards program. These employees will know what other employees find rewarding and recognizing.

BUDGET : When you're first planning your presentation program, work with management to decide if funds are available and how elaborate the program should be (e.g., during a scheduled staff meeting or during a special luncheon or other event).

WHO: Whether a small celebration or elaborate affair, this event should include a gathering of peers which is the most popular way to present service awards. At least one member of upper management should attend. Some suggest it is best to have the recipient's supervisor actually present the award, when possible, because they will know the person better.

When employees are spread out in different locations, technology can help bridge the gap. Consider broadcasting the event on the agency's website and arrange for people in satellite offices to watch. Central Office presentations can also be videotaped and sent to the satellites.

When an agency has staff located statewide, it is important that employees beyond the Central Office are equally appreciated. Whenever possible, central office management should participate in off-site presentations.

WHEN: Try to present service awards on, or as close to the employee's anniversary date, and do it in front of their team, department, or the entire organization if possible. For added impact, acknowledge service award recipients again at your Christmas, or end-of-year party. When award presentations are part of a division-wide event, schedule the presentations early in the proceedings. This will help avoid rushing through the ceremony and making the recipients feel like afterthoughts.

WHERE: The budget greatly determines where a presentation will occur. For example, the presentation could be held in a conference room, off-site location, or you could surprise the person in their supervisor's office. Offsite locations also offer a number of possibilities. Public

parks often have suitable locations such as picnic shelters and museums have spacious lobbies or auditoriums. Use your imagination and great locations will present themselves.

During the Presentation

The primary goal of any award presentation is to ensure the recipient(s) feel valued and to make the award presentation memorable. To achieve this goal, consider the following:

- Explain exactly why everyone is there and who will be honored;
- Ensure the recipient's manager(s) play a key role in the presentation;
- Give a brief description of each person's accomplishments/significant achievements during their tenure;
- Tie achievements to agency values and goals. Connecting individual performances to the agency's success helps people see the big picture and their role in it; and
- Take photos or consider arranging for a photographer to take pictures of each recipient as a keepsake.

After the Presentation

- Follow up with recipients to gather feedback to determine how future programs and presentations can be improved. You may wish to survey award recipients after they receive their award to find out how to improve the program.
- Talk with recipients about the awards presentation. Get a sense of how they felt during the event. If conversations are not possible, distribute a post-award survey by mail.
- Send recipients photos taken during the award presentation. You may wish to provide them in a frame. Include information on how to get reprints.

Do's

Details for making it special

Accompany the service award with a written acknowledgement of the employee's service. This recognition letter should state the length of service, thank the employee, and provide memorable details about why the employee is receiving the service award.

You may want to accompany the service award with special wrapping or certificate or other items. Some of these are offered as a part of the official service awards program or you may supplement them with your agency's own creative items. Gift bags are available from Correction Enterprises and may be ordered on the website.

Create excitement in the office. Write a story about each recipient for your employee newsletter or website.

Prepare brief notes for members of upper management who are unfamiliar with the recipients. Personalized praise enriches the experience and helps people feel they are not just one of many.

If you are outside of Raleigh, you may wish to notify the local news media of the award presentation. Also, contact trade publications that cover your industry. It may trigger a story idea or become part of an article in development.

Don't's

- Don't leave the recipient's service award in their chair, on their desk or in their in-box.
- Don't misspell or mispronounce the recipient's name.
- Don't be un-excited or monotonous during the presentation.
- Don't make it appear that the award was an after-thought or incidental.

Sample Notification of Eligibility Letter/Email

The following suggested letter can be attached to an email and emailed to the recipient. We recommend copying the employee's supervisor.

Dear Award Recipient:

Congratulations on reaching this important service milestone. We are pleased to honor your achievement through our Excellence in Service awards program. Excellence in Service has been designed to provide special recognition to employees on their service anniversary. As a symbol of our appreciation for your five years of dedication, loyalty and "Excellence in Service", please select one of the awards with our sincere appreciation.

To select your award go to www.serviceawards.nc.gov Select the 5 year award category. Once you have selected your award, please fill out the online form and submit it to (insert email address of agency coordinator).

It is with great pride that we offer these awards to you. Please know that you are a valuable member of our team.

Sincerely,

(Signed by Service Awards Coordinator)

cc: (Supervisor name)

Sample Letter to Accompany Award

Dear xxxxxx,

Congratulations! This is a significant year for you as you celebrate an important service anniversary with the State of North Carolina.

As you reach this milestone in your career, it is with great pride that we present your Excellence in Service award. The award reflects our appreciation for your dedicated years of service and is a symbol of your personal and professional achievements. It is our hope that you will wear, use or display it with pride.

Please know that your service is important to the citizens of our state and your abilities and contributions play a vital role in making North Carolina a great place to live, work and raise a family.

Thank you for all that you do and please accept our good wishes on the anniversary of your years of service.

Sincerely,

Sample Letter

Dear xxxxx:

Congratulations on your service award as you celebrate a significant anniversary of your employment with North Carolina State Government. Clearly, reaching this (x-year) milestone is a very special occasion for you. It is also a very special occasion for us since it is a testimony of your loyalty to State Government.

You are a valued member of our team and your continued contributions are vital for us to continue to be successful in meeting our mission, vision and values. All of our organizational achievements are made possible because of your individual efforts as well as the efforts of your team members. In appreciation for your years of service, we invite you to select a gift that reflects your service and dedication to State Government.

Again, thank you for your hard work, dedication and “*Excellence in Service*”. We look forward to your ongoing contributions and our future together.

Sincerely,

Supervisor or Division Director

Award Selection Instructions for Employees without Email/Internet Access

To select your service award, you have been provided print outs for each category to choose your award. You have the option of choosing from your current year's award category as well as any of the previous years. (For example, an employee eligible for a 20 year award may choose any item from the 5, 10, 15 or 20 year categories.)

Please print your name on the top of the page, circle your gift choice and return it to your [fill in according to agency procedures (service award coordinator, supervisor or purchasing contact).]

If you wish to order a ring, please note the ring size. Ring sizing instructions are available from your service awards coordinator.

Frequently Asked Questions

What is Excellence in Service?

Excellence in Service is North Carolina's service awards program for state employees. It recognizes milestones in a state employee's career at 2 years (end of probationary period), 5 years, 10 years, 15 years, 20 years, 25 years, 30 years and so on.

Who manages the Excellence in Service program?

The Excellence in Service program is managed by the Office of State Human Resources. Correction Enterprises, a division of the Department of Public Safety, is the vendor for the awards.

What are the awards?

There is a wide selection of awards at each milestone. All of the awards are made in the USA and most are made right here in the state of North Carolina. In fact, many of them are made by local artists and craftsmen. Many of the awards are inscribed with the Excellence in Service logo. The awards celebrate our state's symbols, heritage, traditions and craftsmanship.

How will I know if/when I am eligible for a service award?

When you are eligible for an award, your agency service awards coordinator will contact you and ask you to select an award.

Who should I contact in my agency regarding my service award?

Contact your agency human resources office.

When will I receive my service award?

Different agencies order their awards at different times and they also present them at different times. Your agency's service awards coordinator will let you know when you can expect to receive your award.

How do I order my service award? What is the process?

When your agency's service awards coordinator contacts you regarding your eligibility for an award and asks you to make a selection, they will provide you with instructions on how to select your award.

Are the service award items already assembled?

Yes, all of the service award items are pre-assembled.

Where will my service award be delivered? Can it be delivered to my home?

Unfortunately, we are unable to deliver your service award to your home. Your service awards coordinator will arrange for the service awards to be shipped to a state government facility. You will be responsible for transporting your award.

May I choose a service award from another year?

You may choose an item from another year's category, but it must be from a lower category. For instance, if you are eligible for a 20 year award, you may make a selection from the 5, 10, 15, or 20 year categories. You would however not be able to select an award from the 25 or 30 year categories.

May I purchase a service award?

Items with the Excellence in Service logo are not available for purchase. However, if wish to purchase a logo item because your agency does not participate in the program, we may require proof of eligibility from your human resources office. Items without the logo are available for purchase through Correction Enterprises.

What if my service award is defective or broken? What if my service award, such as a ring, is the wrong size?

If an item is broken or sized incorrectly, then it will be replaced. You should contact your HR coordinator who in turn will contact Correction Enterprises' Customer Service Department at 1-800-0124. They will work with you to correct and/or replace any broken items or wrong sizes. As a quality control measure Correction Enterprises would like to have the problematic item returned.

What are the largest sizes that the rings come in?

The largest man's ring is size 14 and the largest ladies ring size is 10.

Do all state agencies participate in the service awards program?

All state agencies are eligible to participate in the service awards program.

Are public schools and other government entities eligible to participate in the program?

Yes, they are eligible to participate.

If you have a question that was not answered or have any additional questions, please [contact us](#).

Exploring Other Recognition Initiatives

Beyond service recognition: if you are interested in developing a more comprehensive recognition program for your agency, or are looking for creative ways to recognize your fellow employees, visit the OSHR website at www.oshr.nc.gov; www.excellenceawards.nc.gov and www.excellenceinservice.nc.gov

Service Awards Ordering Process

Step 1.

You will receive an email from your Agency's Service Awards Coordinator notifying you that you have reached one of the milestones that qualifies you to receive a service award.

Step 2.

Once you have been notified, go to <http://www.serviceawards.nc.gov/>.

Step 3.

On this website, located near the bottom left of the page, click the icon that says BROWSE THE AWARDS:



BROWSE THE AWARDS >>>


Step 4.

On the next page browse the service awards that correspond to your length of service. You may choose an award from any award category up to and including your anniversary year. For example, an employee eligible for a 20 year award may choose any items from the 5, 10, 15 or 20 year categories.



Step 5.

Once you have chosen the award that you would like to receive in the category you are qualified for write down the item# and description of the award you have chosen.

	ROCKING CHAIR ITEM #: 23-30-ROCKNGCHAIR-MA Manufactured from red oak hardwood and finished with clear polyurethane. Overall size 28"W x 34" D x 50" high.
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Step 6.

Click on **ORDER FORM** at the top right of the webpage. Fill out this form. The following pieces of information are required to complete the form. They will have a red asterisk (*) beside them on the webpage:

Order Form

* = indicates required field

*Please enter your email address:

*Please enter your first name:

*Please enter your last name:

*Agency:

*Division:

Work Address:

Work City:

Work State:

Work Zip Code:

Work Telephone Number (include area code):

*Email Address of your Agency Service Awards Coordinator:
(This is the email address from the person in your agency who asked you to visit this site to choose your award.)

*Award Item Number:

*Service Award Milestone:

*Description of Award:

Women: If you are choosing a ring as your service award, please choose your size:

Men: If you are choosing a ring as your service award, please choose your size:

Women: Please select your size:

Men: please select your size:

- Email Address
- Name
- Agency
- Division
- Email Address of your Agency Service Awards Coordinator
- Award Item Number
- Service Awards Milestone
- Description of Award

Contact Information:

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